

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Tax Commission	4	606	10	620
	2	458	0	460
Customer Company Total	4	606	10	620
	2	458	0	460

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Tax Commission	4 0	606 40	10 4	620 44
Customer Company Total	4 0	606 40	10 4	620 44

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Tax Commission	4 0.11	606 0.24	10 10.12	620 0.40
Customer Company Total	4 0.11	606 0.24	10 10.12	620 0.40

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Tax Commission	4 0	606 12	10 4	620 16
Customer Company Total	4 0	606 12	10 4	620 16

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Tax Commission	4 0.24	606 0.87	10 10.50	620 1.02
Customer Company Total	4 0.24	606 0.87	10 10.50	620 1.02

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Detail

INC000000339915	Bruce Timothy Metro B Desktop Support	None Austin Farey	None Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 89.95
INC000000350504	Dennis Ritz Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.48 1.60
INC000000351029	Julia Warga Application Services	Application Ken Ainge	Reporting Tax Commission	None Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 41.53
INC000000351029	Julia Warga Application Services	Application Ken Ainge	Reporting Tax Commission	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351029	Julia Warga Application Services	Application Ken Ainge	Reporting Tax Commission	None Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	40.90 41.53
INC000000351029	Julia Warga Application Services	Application Ken Ainge	Reporting Tax Commission	None Medium	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	40.90 0.00
INC000000353725	Dee Talbot Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.20 13.23
INC000000354759	Beverly Beitel Metro B Desktop Support	EIS Hardware Austin Farey	Scanner Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.80 9.90
INC000000354852	Mikol Christensen Voice/Data/WAN Services	Telecom Greg Blessing	Dial Tone Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.42
INC000000355750	Kevin Park Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355755	Kindra Gbur Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355768	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355807	Janie Memales Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355822	Brent Burningham Security	Network Sharon Smith	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000355826	Brandy Arnoldus Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355834	Tam Le Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.49

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INC000000355843	Janie Mamales Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355844	Joey Luke Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355845	Duane Kuehl Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000355859	Jane Otis Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355881	MV Manti Network Operations	Network Jack Bridwell	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000355893	MV Fillmore Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.44
INC000000355906	Bruce Johnson Metro B Desktop Support	Mobile Devices Sean Chadbourne	Error Tax Commission	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.05
INC000000355917	Christa Johnson Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355951	Karla Buh Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355952	Siafolau Leiato Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355956	Vickie Gritzmacher Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.56
INC000000355969	MV Roosevelt Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000355994	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356050	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356051	Sandra Iwasaki Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356153	Francine Corbridge Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.97
INC000000356232	Christopher Barnes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000356271	Cindy M Clark Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.19 6.33
INC000000356273	Dan Engh Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356278	Dan Engh Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.30 1.88
INC000000356284	Stacey Hammond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356328	Robin King Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000356348	MV Logan Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 4.07
INC000000356351	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356389	Dee Talbot Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356419	MV Logan Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356437	Dee Talbot Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356438	Sharlet Braman Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 3.86
INC000000356443	Vickie Gritzmacher Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.71 2.71
INC000000356479	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356483	Vickie Gritzmacher Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356557	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356622	MV Logan Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000356647	MV St George Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000356753	Dennis Mitchell	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356755	Joanne Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356809	Brooke DiFrancesco	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356821	David Swan	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356831	MV Logan	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356855	Tiffany Harms	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.27
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.97
INC000000356859	Shelley Eastmond	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356939	Christopher Barnes	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356948	Lee Hill	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000356951	Lee Hill	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357001	MV Logan	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357059	Christa Johnson	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.10
	Security	Bart Grant	Tax Commission	High	Closed	TTR Missed:	No	TTR:	0.27
INC000000357080	David Swan	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357106	Dan Engh	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357128	MV Logan	Application	Password	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357270	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000357296	John Manning	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000357316	Jennifer Stanger	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.37
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000357317	Deon Loynd	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000357326	MV Provo	Application	Reporting	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357331	MV Provo	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357356	Ellen Engel	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357370	Roger Barth	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357387	Joey Luke	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357397	MV Green River	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357398	Matthew Isom	Application	Reporting	WordPerfect Office 2002		TIR Missed: Yes	TIR: 1.91
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.91
INC000000357408	David Swan	Network	Password	Novell eDirectory		TIR Missed: Yes	TIR: 1.65
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.65
INC000000357428	Alicia Stinson	EIS Hardware	PC/Laptop	None		TIR Missed: Yes	TIR: 1.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.42
INC000000357506	Michael Cragun	Mobile Devices	Error	None		TIR Missed: Yes	TIR: 1.54
	Application Services	Danielle Hood	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.70
INC000000357509	Brooke DiFrancesco	Application	Error	OpenOffice.org		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357567	Scott Mann	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.14
	Security	Bart Grant	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000357575	Amanda Gillespie	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000357590	Joshua Blood	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.17
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000357598	Tyler Hutchings	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000357634	MV Citrix Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357694	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357752	Dean Powell Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
INC000000357758	John Collen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357760	John Collen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357765	John Collen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357795	Arthur Brownell Voice Operations	Telecom Lois Schow	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.27
INC000000357801	Linda Allred Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357804	Shelley Eastmond Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357806	Christine Robinson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357807	Jennifer Johnson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357816	Elizabeth Benadik Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357826	Christine Robinson Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357830	Larry Hatch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357868	Kristine Beckstrom Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357893	Craig Jolley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357909	Julio Aranda Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 5.97

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INC000000357921	Susan Hoggan Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357954	Jody Jacobs Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357975	Steffani Pace Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.90 1.98
INC000000357976	Jennifer Chesley Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.27
INC000000358074	Andrea Lindgren Voice Operations	Telecom Gail Christiansen	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000358083	Heidi Ashdown Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358276	MV Delta Network Operations	Network Brant Davis	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 3.47
INC000000358289	Jody Jacobs Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358296	Shelley Eastmond Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358357	Shelley Eastmond Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358379	MV Fillmore Network Operations	Network Brant Davis	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.05
INC000000358386	MV Delta Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358443	Cindy Morrison Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358536	Bill McCarthy Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358552	Dawn Alumbaugh Voice/Data/WAN Services	Telecom Greg Blessing	CrossTalk/Noise/Static Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.30
INC000000358601	Charlie Roberts Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358650	Bill McCarthy Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000358653	MV Salt Lake IDS Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000358673	Dana Johnson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358759	Diana O'Brien Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358766	Anna Marie Andersen Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358794	Rajanee Christiansen Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358804	Christine Robinson Security	Network Sharon Smith	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000358881	MV Salt Lake City Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358935	Earl Thomas Metro B Hosting	Application Paul Engberson	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.27
INC000000358993	Kim Ferrell Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358999	Dana Johnson Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359018	Cindy Morrison Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359027	MV Delta Network Operations	Network J. L. Flack	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.40
INC000000359036	Roger Barth Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359042	MV Fillmore Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.12
INC000000359058	Jim Thompson Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.97
INC000000359121	Scott Draper Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359168	Earl Thomas Metro B Desktop Support	Application Anthony Booyse	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	15.94 136.07

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INC000000359174	Karen Waller Metro B Help Desk	Application Brent Wishart	None Tax Commission	Novell Client for 32-bit Windows Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.48 6.48
INC000000359225	Pamela Pendleton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359239	Jim Thompson Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.83
INC000000359286	Jim Thompson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359338	Fariba Labib Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359354	MV South Valley Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359373	Francine Corbridge Voice Operations	Telecom Kelly Johnson	Voice Mail Tax Commission	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.16
INC000000359375	Christa Johnson Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359553	Holly Fiefia Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359846	Lynda Wood Metro B Help Desk	Application Gavin Barney	Password Tax Commission	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359856	Joann Rhodes Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 1.74
INC000000359938	Alled Bates Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359951	Michael Cragun Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359977	Joann Rhodes Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359986	MV Manti Network Operations	Network Dave Bodily	Incident Tax Commission	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000359987	Karen Waller Voice Operations	Telecom Britany Finlay	Voice Mail Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.55
INC000000359995	Julene Hampton Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 1.14

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INC000000360040	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360047	Jane Phan Voice Operations	Telecom Kelly Johnson	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000360049	Richard Lewis Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360051	Ryan Sharp Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360162	Debra Ross Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360200	Randolph Prawitt Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 1.30
INC000000360216	Bruce Timothy Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.17 7.21
INC000000360276	Ryan Sharp Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360289	Bruce Timothy Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.48 6.50
INC000000360294	Cheryl Horowitz Metro B Help Desk	Network Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360296	Heidi Payne Metro B Help Desk	Application Gavin Barney	Error Tax Commission	State Payroll Time Entry System Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.16 3.16
INC000000360309	Caralyn Streed Metro B Hosting	Application Paul Engberson	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.07 2.07
INC000000360552	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360561	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360582	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360596	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360598	Miralee Kelsey Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000360629	Lindsey Boone	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360635	Joseph Bradbury	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.19
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000360670	Dee Talbot	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360677	MV Citrix	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360692	Rita C Martinez	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360709	Susan Hoggan	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360717	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360720	MV St George	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360732	Scott W Smith	Application	Error	Java Media Framework		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360735	Earl Thomas	Application	Error	None		TIR Missed:	No	TIR:	0.28
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.28
INC000000360739	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360791	Earl Thomas	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360933	Andrew Rojas	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360939	MV Ogden	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360966	June Hesleph	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360979	David Mortensen	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361011	Mike Lee	Application	Reporting	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000361018	Joshua Quarnberg	Telecom	None	None		TIR Missed: Yes	TIR: 1.33
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.33
INC000000361026	Christine Robinson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: Yes	TIR: 3.17
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 4.15
INC000000361030	Christine Robinson	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361047	Christine Robinson	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361050	Randolph Prawitt	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361066	Amanda Gillespie	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361119	Rebecca Powell	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361141	Joshua Quarnberg	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361142	MV Citrix	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361171	Marc Johnson	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361228	Heidi Payne	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.41
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.28
INC000000361260	Kristine Beckstrom	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361267	Lamar Sayer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.33
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000361335	Barbara Monk	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361350	Bill McCarthy	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361402	Deon Loynd	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000361430	Mark Kaleta	EIS Hardware	Printer	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000361502	Tori Cody Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361565	Vickie Gritzmacher Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000361594	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361614	Earl Thomas Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361626	Lisa Hansen Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361627	Lisa Hansen Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361629	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361633	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361652	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361751	Lonnie Holt Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.56
INC000000361752	Jennifer Elliott Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.57
INC000000361768	Chris Routson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361806	Arthur Brownell Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361826	Dustin Ashcroft Metro B Help Desk	Application Gavin Barney	Error Tax Commission	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361840	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361856	Mariah McAfee Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.73
INC000000361856	Mariah McAfee Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 2.73

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INC000000361878	David Mortensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	QuickBooks Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361883	Jan Marshall Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.88 1.96
INC000000361918	Sharlet Braman Metro B Help Desk	Application Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361923	Cindy Morrison Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.61 2.62
INC000000361933	MV Monticello Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361943	Mark Wiedeman Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361956	John Collen Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000361968	Valerie Peterson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362050	Michael Cragun Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.56 8.57
INC000000362076	Dee Talbot Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362083	Karen Lingard Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362198	Melissa Solomon Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000362208	Brandi Mascarenas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362233	Michele Espina Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362276	Scott W Smith Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000362285	Scott W Smith Metro B Desktop Support	Network Sean Chadbourne	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.72
INC000000362299	Carrie Barker Metro B Desktop Support	Application Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.52 6.86

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Tax Commission

INC000000362341	Laurie Gallegos	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362423	MV Citrix	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362493	MV South Valley	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362544	MV Provo	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362582	Craig Sandberg	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362679	Salina Murphy	PC/Laptop	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362685	Dustin Gleed	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362690	Marcy Dennerline	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.28
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.93
INC000000362844	Beverly Beitel	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362907	Alisi Tupou	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362950	David White	PC/Laptop	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363212	Mark Kaleta	Application	Reporting	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.39
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000363246	Christena Ohrn	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363306	Patrick Wong	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000363333	Dee Talbot	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363337	Bob Swanson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.40
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000363351	Alled Bates	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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Tax Commission

INC000000363370	MV Logan	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363621	Brandon Barlow	PC/Laptop	Password	Microsoft Windows 7		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363624	Steven Leigh	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363637	Brandon Barlow	PC/Laptop	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363643	Gaylin Ford	PC/Laptop	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363705	Tara Whatcott	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363809	Mariah McAfee	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363817	MV St George	Application	Reporting	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363828	Michael Wilding	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363849	Debra Ross	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363857	Francine Corbridge	Application	Error	MicrosoftWindows Operating Sy		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363866	Pamela Raia	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363906	Tara Whatcott	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363933	Jeffrey Bawden	Telecom	Call Management	Telephone		TIR Missed:	No	TIR:	0.33
	Voice Operations	Lois Schow	Tax Commission	High	Closed	TTR Missed:	No	TTR:	0.70
INC000000363968	Donna Backer	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363969	Julie Salisbury	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000363975	Carole Parker	EIS Hardware	PC/Laptop	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000363999	Sandy Crane Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364012	MV Citrix Network Operations	Remote Connectivity Kelli Okumura	Error Tax Commission	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.51
INC000000364019	Melanie Schott Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000364115	Lamar Sayer Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364195	Michael L Davis Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 1.16
INC000000364216	Sandy Crane Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364251	Rachel Maldonado Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364274	Doug D Green Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364304	Beverly Beitel Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364313	Doug D Green Voice Operations	Telecom Romanza Hamblin	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.23
INC000000364314	Warren Webb Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364355	Julia Warga Metro B Help Desk	None Brent Wishart	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364382	Sarah Moller Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364395	Scott W Smith Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364406	Bill McCarthy Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364454	Bill McCarthy Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364483	Eric McPherson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000364489	Earl Thomas	Application	Error	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364502	MV South Valley	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364508	Carole Parker	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364512	MV Salt Lake City	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364516	MV Farmington	EIS Hardware	Scanner	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364532	MV Farmington	Application	Reporting	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364611	Felicia Sandoval	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364612	Joanne Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364613	Donna Backer	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.30
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000364629	Jann Penney	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364647	Patrick Morris	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364675	Janadean Mansfield	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364703	Siafolau Leiato	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000364724	Scott W Smith	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.05
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000364741	Michael Palombi	Application	Reporting	None		TIR Missed:	No	TIR:	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	5.10
INC000000364752	Lynda Dimick	Application	Reporting	None		TIR Missed:	Yes	TIR:	8.10
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	Yes	TTR:	8.35
INC000000364753	Gaylin Ford	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000364770	Janadean Mansfield Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364774	MV Price Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364803	Lynette Goodman Metro B Hosting	Server Paul Engberson	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000364809	Cristy Egbert Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364821	Vickie Perry Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Toner/Fuser/Ink Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000364924	Larry Hatch Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.98 2.98
INC000000364987	MV South Valley Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365010	April Weiler Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365030	Shane Burton Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365034	Nery Coleman Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.18 2.21
INC000000365035	MV Ogden Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365055	Sharleen Burningham Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365078	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365165	Gaylin Ford Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365185	Brent Larsen Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365262	Joshua Quarnberg Rural Central Desktop Support	PC/Laptop Ron LeBaron	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 2.38
INC000000365346	Larry Hatch Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.89 3.35

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INC000000365375	Bruce Johnson	EIS Hardware	Printer	None		TIR Missed: Yes	TIR:	1.32
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	1.93
INC000000365514	Bev Moulton	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365549	MV Salt Lake City	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365567	Tara Whatcott	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365587	Lynda Dimick	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365620	Michael Waterfall	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365637	Brandy Arnoldus	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365640	Mary Morehouse	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365642	Christine Robinson	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000365649	Terri Reid	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365680	Joanne Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365693	Joshua Quarnberg	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365697	Bruce Timothy	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365701	Terri Reid	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365705	Kelli Monson	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365717	Ann Dillenbeck	Application	Error	RealPlayer		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365746	Angela Martinez	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000365761	MV Salt Lake City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365786	Laura Wickham Voice Operations	Telecom Romanza Hamblin	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000365805	June Hesleph Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365826	Earl Thomas Metro B Help Desk	Application Brent Wishart	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365834	Derek Nelson Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365842	Lamar Sayer Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365849	Terri Reid Metro B Desktop Support	Network Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.83 3.15
INC000000365850	Carrie Barker Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365856	Melissa Richins Metro B Help Desk	Application Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365858	Eric McPherson Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365870	Jill Petrie Voice/Data/WAN Services	Telecom Greg Blessing	Voice Mail Tax Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.20
INC000000365923	MV Farmington Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365953	MV Citrix Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365980	MV Ogden Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000365988	Jane Wiseman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366021	Deon Loynd Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366073	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000366138	Charlie Roberts	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366139	Jennifer Stanger	EIS Hardware	PC/Laptop	None	TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 1.05
INC000000366201	Carolyn Goodwin	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366202	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366206	Carolyn Goodwin	Application	Error	Microsoft Windows XP Professional	TIR Missed: Yes	TIR: 1.69
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 2.60
INC000000366290	MV Morgan	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366348	Randolph Prawitt	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366356	Mike Kenney	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366444	Christine Robinson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366466	Cindy M Clark	Application	Error	PDF Complete	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366474	MV Citrix	Application	Reporting	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366476	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.66
INC000000366479	Virpal Kaur Sidhu	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366482	MV Citrix	Remote Connectivity	Error	Citrix ICA Client	TIR Missed: No	TIR: 0.13
	Network Operations	Kelli Okumura	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.73
INC000000366523	Larry Hatch	None	None	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Thornton	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366583	Kim Ferrell	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000366642	Jake Marino	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.03
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.68

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Tax Commission

INC000000366650	Felicia Sandoval Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366680	Bill McCarthy Metro B Desktop Support	Remote Connectivity Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000366689	Bryan Jackson Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366776	Stephen Anderson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366790	Monte Roberts Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366801	LaDawn Hamp Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.81
INC000000366808	Diana O'Brien Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.78
INC000000366844	Tara Whatcott Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366872	MV Salt Lake City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366904	Pauline Fisher Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366908	Patrick Wong Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366922	Diana O'Brien Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.71
INC000000366927	Brooke DiFrancesco Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366944	Kerry Chapman Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000366954	Kerry Chapman Metro B Desktop Support	Network Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.30 1.66
INC000000366955	Brooke DiFrancesco Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000366957	Amanda Gillespie Metro B Desktop Support	Network Sean Chadbourne	Performance Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.46 1.89

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Tax Commission

INC000000366968	James Teton Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367045	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367048	MV Citrix Metro B Desktop Support	Network Sean Chadbourne	Incident Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.52
INC000000367069	Francine Corbridge Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 1.02
INC000000367084	MV Citrix Network Operations	None Kelli Okumura	None Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.36
INC000000367139	Cristy Egbert Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367179	Joseph Caldiero Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367225	Larry Hatch Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367290	Debra Ross Help Desk	Application Vicky Marrelli	Password Tax Commission	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367405	Betty Stearns Help Desk	Application Eileen Dubach	Password Tax Commission	Utah Master Directory Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.96 2.96
INC000000367441	Jim Clayton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367462	MV Richfield Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367469	Diane Gibson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367486	Lia Eckhardt Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367500	Alisi Tupou Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367628	MV Provo Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000367655	Kim Ferrell Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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Tax Commission

INC000000367693	Jim Thompson	Application	Reporting	GenTax		TIR Missed:	No	TIR:	0.79
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	1.85
INC000000367708	MV Salt Lake City	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367712	Felicia Sandoval	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367743	Kelli Monson	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367751	MV South Valley	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367861	Dwight Rimmasch	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367880	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367891	Patrick Wong	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367947	Caralyn Streed	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367949	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367985	MV Citrix	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.59
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000367989	Karen Waller	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	
INC000000368109	Julio Aranda	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368123	Andrea Lindgren	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368152	Larry Ball	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	2.56
INC000000368153	Angie Hillas	Application	Error	WinZip		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368170	MV Duchesne	Network	Performance	None		TIR Missed:	No	TIR:	0.34
	Network Operations	Jack Bridwell	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.80

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Tax Commission

INC000000368179	June Hesleph Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368195	Julio Aranda Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368200	Heidi Payne Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.96
INC000000368210	June Hesleph Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368238	MV Roosevelt Network Operations	Network Jack Bridwell	Performance Tax Commission	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000368300	Mariah McAfee Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000368314	Heidi Payne Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368339	Lamar Sayer Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368361	MV Provo Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368416	Susan D Bowman Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368431	Gaylin Ford Metro B Desktop Support	PC/Laptop Torri Randa	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368436	Felicia Sandoval Security	Network Sharon Smith	Password Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 1.98
INC000000368438	MV St George Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.05 2.86
INC000000368470	Stephanie Vert Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368481	Dianna Wright Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368515	Jody Jacobs Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368530	Craig Newton Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000368641	Gaylin Ford Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368667	Jim McNair Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.35
INC000000368784	Vera Bullock Metro B Desktop Support	EIS Hardware Sean Chadbourne	Scanner Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.21 4.44
INC000000368785	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368818	DJ Kruger Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368822	Cristy Egbert Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368825	Opal Peterson Rural Central Desktop Support	None Paul Petersen	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.04
INC000000368842	David White Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368883	Christopher Barnes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	QuickBooks Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368892	Heather Carlson Metro B Help Desk	PC/Laptop Gavin Barney	Virus Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000368951	Christa Johnson Metro B Help Desk	Network Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369046	Michael Wilding Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369065	MV Provo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369066	Richard Evans Voice Operations	Telecom Romanza Hamblin	Feature Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.46
INC000000369067	Debra Walker Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369217	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369322	Felicia Sandoval Security	Network Jed Johnson	Password Tax Commission	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.30

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Tax Commission

INC000000369325	Laurie Lefevre	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369414	MV Salt Lake City	Application	Password	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369480	Mia Detton	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000369502	Christa Johnson	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369507	Jane Phan	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.22
	Voice Operations	Romanza Hamblin	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.02
INC000000369511	Sharleen Burningham	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369512	Earl Thomas	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369518	Lonnie Holt	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.43
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	2.62
INC000000369521	Dwight Rimmasch	Application	Error	Symantec AntiVirus		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369549	Heidi Ellison	Network	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.25
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.50
INC000000369592	Dwight Rimmasch	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369655	Cristy Egbert	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369659	MV South Valley	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369674	Stan Allen	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369715	Leann Tolino	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	3.48
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	4.20
INC000000369759	Mark Kaleta	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369787	Brian Udink	Network	Password	Novell eDirectory		TIR Missed:	Yes	TIR:	13.96
	Security	Jed Johnson	Tax Commission	Medium	Resolved	TTR Missed:	Yes	TTR:	13.96

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Tax Commission

INC000000369818	Mary Morehouse Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000369823	Nancy Zullo Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.72 2.76
INC000000369904	Amanda Gillespie Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370002	Charlie Roberts Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370062	Charlie Roberts Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000370078	Brooke DiFrancesco Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370137	Scott W Smith Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370149	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370188	John Collen Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370276	Kay Riche Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.14
INC000000370291	Terri Reid Metro B Help Desk	Network Brent Wishart	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370300	Bobbie Gavros Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370320	Holly Ward Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370331	Vickie Gritzmacher Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370351	Laura Church Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 0.98
INC000000370377	Kim Ferrell Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.88
INC000000370385	MV South Valley Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000370437	Vera Bullock Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370453	John Manning Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370468	Gary Peart Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370491	Laura Atwood Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370534	Julia Warga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370540	MV Ogden Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370577	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370777	Doral Vance Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370800	Joshua Quarnberg Metro B Help Desk	Application Gavin Barney	Password Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.78 3.78
INC000000370812	Beth Craig Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000370853	Trudy Gibbons Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.11
INC000000370948	James Teton Metro B Help Desk	Application Brent Wishart	Error Tax Commission	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371033	MV Salt Lake City Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371241	Robert Ure Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371257	Andrew Finch Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371258	Matthew Duke Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.88
INC000000371265	Jayme Marshall Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000371302	John Collen Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371312	MV Salt Lake City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371319	Stephanie Vert Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371335	MV Salt Lake City Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371354	MV Citrix Application Services	Application Ken Ainge	Reporting Tax Commission	Citrix ICA Client Medium	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.11 4.11
INC000000371384	John Collen Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.78
INC000000371388	Valerie Peterson Metro B Desktop Support	EIS Hardware Sean Chadbourne	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.61
INC000000371396	Tara Whatcott Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371404	MV Provo Network Operations	Network J. L. Flack	Performance Tax Commission	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 2.08
INC000000371414	Monte Roberts Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371424	Valerie Peterson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371437	MV Cedar City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371442	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371479	Christa Johnson Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.22
INC000000371486	Chris Routson Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371542	Barry Conover Voice Operations	Telecom Lois Schow	None Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.27
INC000000371557	Remissa Navarro Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000371570	Beth Craig Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371573	Brian Udink Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371590	MV Citrix Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371657	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371669	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371684	MV Citrix Application Services	Application Ken Ainge	Error Tax Commission	Motor Vehicle Administration Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: 1.62 TTR: 1.62
INC000000371747	MV Provo Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.60 TTR: 1.54
INC000000371788	Herb Jenkins Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371792	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371857	MV Provo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000371935	Nikki Black Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000372071	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000372076	MV Brigham City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000372080	Opal Peterson Rural Central Desktop Support	Network Paul Petersen	None Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.67
INC000000372132	Opal Peterson Rural Central Desktop Support	None Ron LeBaron	None Tax Commission	None High	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000372175	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000372218	Charlie Roberts Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000372262	MV Provo Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	Motor Vehicle Administration Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000372275	Dennis Morrison Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372320	Sharee Webb Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372346	Deon Loynd Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372354	MV Randolph Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372396	Wendy Du Metro B Help Desk	Application Gavin Barney	Password Tax Commission	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372410	Michael Waterfall Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372411	Dee Talbot Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.20 18.90
INC000000372419	Mary Ann Burtch Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372453	Christine Robinson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372457	Tori Cody Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372465	Brooke DiFrancesco Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372492	Brooke DiFrancesco Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372496	Brooke DiFrancesco Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372557	Joseph Caldiero Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372566	Jayme Marshall Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372578	Shelley Robinson Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000372591	MV Provo Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372634	Dwight Rimmasch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372653	Pearl Morehouse Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.21 3.28
INC000000372701	Terri Chidester Metro B Help Desk	Network Gavin Barney	Performance Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372703	MV Logan Metro B Help Desk	EIS Hardware Brent Wishart	Scanner Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372718	Allan Shinney Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372748	Eric McPherson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372767	Joanne Phillips Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372797	Kim Ferrell Metro B Desktop Support	Application Sean Chadbourne	Password Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.89
INC000000372802	MV Farmington Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372813	Joanne Phillips Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 2.74
INC000000372818	Joanne Phillips Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372843	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372871	Jeff Christiansen Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372882	MV Ogden Metro B Desktop Support	EIS Hardware Sean Chadbourne	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.41
INC000000372901	Jennifer Stanger Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372904	Joanne Phillips Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000372917	Joshua Quarnberg	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.46
INC000000372995	Jane Otis	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373008	MV Tooele	EIS Hardware	Printer	Motor Vehicle Administration		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373013	MV Tooele	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373026	June Hesleph	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373037	Vaun Johnson	Application	Error	Microsoft Access 2007		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373047	Jackie Bate	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373075	LaDawn Hamp	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373081	Fo'ou Vehikite	Network	Password	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373146	Christa Johnson	Application	Error	Novell GroupWise		TIR Missed:	Yes	TIR:	1.47
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	1.47
INC000000373175	Joshua Quarnberg	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373190	Sheri Burgess	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373260	Tara Whatcott	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373266	Andrew Rojas	Application	Password	GenTax		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373274	MV Ogden	Application	Error	Microsoft Windows XP Professional		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373284	Christine Fratto	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000373300	Monte Roberts	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000373304	Monte Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373313	MV Ogden Metro B Desktop Support	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373358	Joshua Quarnberg Metro B Desktop Support	Application Peter Musser	Reporting Tax Commission	PGP Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.25 5.75
INC000000373383	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373386	MV Citrix Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373403	Earl Thomas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373464	Earl Thomas Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373475	MV Citrix Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373518	James H Shaeffer Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373554	Joanne Phillips Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373567	James H Shaeffer Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373593	DJ Kruger Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.53
INC000000373596	Chris Routson Metro B Desktop Support	EIS Hardware Torri Randa	Printer Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.41
INC000000373636	Floyd Bergener Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.08 1.37
INC000000373814	Elsye Pesantes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373839	Mark Wiedeman Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373843	Barry Conover Metro B Desktop Support	EIS Hardware Torri Randa	PC/Laptop Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.55

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As of 9/6/2011

Tax Commission

INC000000373891	Brian Udink	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.38
	Voice Operations	Kelly Johnson	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.45
INC000000373912	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373924	MV Ogden	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373935	Pamela Raia	Application	Password	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000374003	Julie Alsop	Application	Reporting	None		TIR Missed: No	TIR: 0.12
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 2.11
INC000000374115	MV Farmington	Application	Reporting	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000374142	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000374148	Sherri Wood	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000374190	Jane Wiseman	Telecom	None	Telephone		TIR Missed: No	TIR: 0.17
	Voice Operations	Kelly Johnson	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.17